



Support Analyst

The Support Analyst acts as the focal point for providing applicable support to our customers and ultimately insuring their satisfaction as an inCode customer. In addition, the Support Analyst will stage and load hardware as needed during solution rollouts. This position is located in our Hiawatha, IA office.

Responsibilities:

- Primary point of contact for resolution of customer complaints regarding applicable solutions.
- Learns new software applications as required.
- Learns hardware and server components as required.
- Completes internal and external system documentation.
- Stages and loads devices during customer rollouts
- Will provide assistance testing and debugging applications, hardware and network connectivity

Qualifications:

- Two year degree in a Technical field desired or relevant experience
- Effective customer support skills
- Demonstrated written and verbal communication skills
- Good problem solving
- Software application support experience desired.
- Knowledge of Windows operating environments
- Knowledge of Windows Mobile, RIM, Palm and other PDA type devices
- Familiarity with wireless architecture a plus
- Familiarity with common databases and spreadsheets also a plus.